

Mail and Delivery Policy

SCOPE

1. This policy informs members of the College of what mail or deliveries can be sent to the campus address, the arrangements for handling and distributing mail or deliveries, and any verification or security procedures which are applicable to these deliveries.

REDIRECTION OF MAIL - BEDFORD SQUARE TO DEVON HOUSE

2. The College will have a postal redirection arrangement in place until the end of March 2022.

OPENING OF MAIL AND DELIVERIES

3. Mail or deliveries that have a named individual clearly visible on the front of the packaging are not opened by the College. This includes items that are clearly identified as College business (by way of business name, alongside individual name).
4. The exception to this is where the item is reasonably suspected to be a prohibited item, and will be handled in accordance with this policy.
5. Facilities are permitted to open mail or deliveries that do not have an individual name clearly visible on the front of the packaging.
6. Mail and deliveries will be date stamped as a matter of process.

RECEIVING POST AND SMALL DELIVERIES (BUSINESS-ONLY)

7. Mail and small deliveries are received by the front desk services, for onward distribution by Facilities.
8. Staff: Department trays are located in the Post Room in Ground Floor East. Staff are not routinely notified when they have received mail, and are responsible for regularly checking the post room.
9. Student: an incoming post tray is located in the Campus Hub in Ground Floor West. Student Union are not routinely notified when they have received mail, and are responsible for regularly checking the post tray.
10. Unfortunately we are unable to store member mail indefinitely. Uncollected items will be disposed of after 60 days of non-collection.

SENDING POST AND SMALL DELIVERIES (BUSINESS-ONLY)

11. The College has mail franking facilities, available in the Ground Floor East post room.

12. Staff are able to utilise the franking machine for business purposes, including postal stationery available in the post room. The franking machine will be set to 2nd class as default, although there is the option to specify 1st class for urgent mail. Instructions on how to use the franking machine are located in the post room. Please contact Facilities where the machine requires a credit load or for general assistance with the equipment.
13. Due to the small quantity of outgoing business mail, the College does not have a Royal Mail Collection Service in place.
14. Staff are responsible for dropping their own franked mail off at a nearby Post Box. The closest one to Devon house is located [here](#), outside Marble Quay.

COURIERS

15. Any staff who require a courier for College business purposes should liaise with Facilities.

RECEIVING LARGE DELIVERIES (BUSINESS-ONLY)

16. All large deliveries need to be directed to the Devon House loading bay, situated off St. Katharine's Way to prevent obstruction to our main entrance and exit. Access to the Loading Bay yard is controlled by the Landlord's security team.
17. All members need to notify Security of any large deliveries in advance. Failure to do so may result in your delivery getting rejected. You can contact Security on this [email address](#).
18. When Security accepts a delivery it will be stored in the loading bay yard for a staff member to collect. Security will notify you via email that your package has arrived and where it can be collected from. The loading bay yard is not under cover; deliveries may be affected by adverse weather conditions if not collected promptly.
19. Unfortunately we are unable to store member deliveries indefinitely. Uncollected deliveries will be treated as lost property and/or disposed of after 60 days of non-collection.

OUT OF HOURS DELIVERIES

20. The College will be able to accommodate deliveries from 8am to 6pm, Monday to Friday. Any deliveries which fall outside of College office hours will need to be rearranged for the next working day. The Landlord security is not able to accept and store deliveries overnight for tenants.

PERSONAL DELIVERIES

21. Due to the growing size of the staff and student body, the College is unable to receive day-to-day personal deliveries for members. This includes personal mail (personal subscriptions, statements), Amazon deliveries, clothing deliveries etc.
22. The only exception to this is where a valuable or important item requires your personal signature for receipt. e.g a passport or a new laptop.

23. Reception is not able to sign for items on behalf of members, and instead will make contact with the member to immediately attend reception.
24. The College reserves the right to refuse to sign for a delivery on behalf of a member.

PROHIBITED ITEMS

25. The College follows the guidance of Royal Mail, as a result mail containing prohibited items will be immediately rejected or confiscated, and subsequently passed to College Security and Management.
 26. Prohibited items:
 - Class 1: Explosives.
 - Class 2: Gases.
 - Class 3: Flammable and Combustible Liquids.
 - Class 4: Flammable Solids.
 - Class 5: Oxidizing Substances, Organic Peroxides.
 - Class 6: Toxic Substances and Infectious Substances.
 - Class 7: Radioactive Materials.
 - Class 8: Corrosives
 27. A full list of prohibited and restricted items can be found [here](#). It is the duty of the sender/receiver to ensure that any outgoing/incoming mail or deliveries are compliant with restrictions outlined by Royal mail or courier providers.
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Title: Mail and Delivery Policy					
Approved by: Executive Committee					
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1.0	September 2021	September 2021	Director of Resourcing and Operations	NCH Academic Handbook / Policies & Procedures / General / Operations	September 2023
Referenced documents					
External Reference Point(s)	Post Office Restricted Items;				